

1 FAM 360

OFFICE OF MEDICAL SERVICES (MED)

(CT:ORG-195; 09-15-2008)
(Office of Origin: MED/DIR/QI)

1 FAM 361 MEDICAL DIRECTOR/DESIGNATED SAFETY AND HEALTH OFFICIAL (DASHO) FOR THE OFFICE OF MEDICAL SERVICES (MED)

1 FAM 361.1 Responsibilities

(CT:ORG-195; 09-15-2008)

- a. The Medical Director is the senior medical officer for the Department of State and is responsible for the worldwide medical program for the Department and other participating Federal Agencies. The Director reports directly to the Under Secretary for Management. The Medical Director position is equivalent to Assistant Secretary and the incumbent advises the Secretary through the Under Secretary for Management on all health issues and provides international and domestic medical support to the Foreign Service.
- b. The worldwide health program of the Department is concerned with providing medical support through policy and planning to Foreign Service employees and their family members. Responsibilities of this office include:
 - (1) Operation of a worldwide and domestic comprehensive health program for eligible beneficiaries;
 - (2) Administration of medical claims, reimbursements, and expenditures for the medical program;
 - (3) Oversight of recruitment, hiring, assignments and staffing of medical providers at posts abroad;
 - (4) The overall substantive responsibility for Volume 16 of the Foreign Affairs Manual (Medical Program);
 - (5) Oversight of environmental health and preventive medicine

programs; and

- (6) Providing medical intelligence and technical advice to the Department on natural disasters, epidemics, and terrorist acts against the U.S. Government.

c. See 16 FAM 110.

d. The Medical Director also serves as the Designated Agency Safety and Health Official (DASHO) and manages work force health and safety issues in accordance with 15 FAM 900

1 FAM 361.2 Organization

(CT:ORG-195; 09-15-2008)

An organizational chart of the Office of Medical Services is found in 1 FAM Exhibit 361.2

1 FAM 361.3 Authorities

(CT:ORG-195; 09-15-2008)

The Office of Medical Services derives its authority from:

- (1) The Foreign Service Act of 1980 (22 U.S.C. (United States Code) 3901 et seq., as amended), particularly sections 901 (Travel, Leave, and Other Benefits) and 904 (Health Care);
- (2) The State Department Basic Authorities Act of 1956 (22 U.S.C. 2651a et seq., as amended), particularly sections 1-4;
- (3) The Occupational Safety and Health Act of 1970 (22 U.S.C. 651 et seq., as amended), particularly at 29 U.S.C. 668, and implementing regulations at 29 C.F.R. 1960.6;
- (4) The Privacy Act of 1974, 5 U.S.C. 552a, as amended;
- (5) The Health Insurance Portability and Accountability Act of 1996 (HIPPA), Public Law 104-191, with implementing regulations at 45 C.F.R. Parts 160 and 164; and
- (6) The Freedom of Information Act of 1966, as amended (FOIA), 5 U.S.C. 552, and implementing regulations at 22 C.F.R. Part 171.

1 FAM 362 DEPUTY MEDICAL DIRECTOR FOR THE OFFICE OF MEDICAL SERVICES (MED)

(CT:ORG-195; 09-15-2008)

- a. The Deputy Medical Director for the Office of Medical Services (MED) reports to the Medical Director/DASHO and participates fully in the operation and management of MED. When designated, the Deputy Medical Director serves as acting Medical Director/DASHO.
- b. As designated by the director, the Deputy Medical Director oversees the activities of the domestic and field medical program and those operating elements responsible for administering the medical program for the Department. This individual provides direct supervision and executive managerial oversight to the:
 - (1) Clinical Director (MED/C);
 - (2) DASHO Office Director;
 - (3) Director of Mental Health Programs (MED/MHS);
 - (4) Director of Foreign Service Health Practitioners Program (MED/FSHP);
 - (5) Executive Director (MED/EX);
 - (6) Director of Quality Improvement; and
 - (7) Six regional medical managers (RMM)
- c. The Deputy Medical Director must be a qualified and experienced physician who is familiar with all major functions of MED. The incumbent is responsible for representing MED, serving as liaison with Department bureau heads, chiefs of mission, and staff members abroad.

1 FAM 362.1 Clinical Director for Office of Medical Services (MED/C)

(CT:ORG-195; 09-15-2008)

- a. The Clinical Director (MED/C) is responsible for primary healthcare services for the Department of State and employees and eligible family members participating in the medical program. The Clinical Director develops and implements medical policy for the Department's worldwide medical program. In this respect, the incumbent provides oversight,

supervision, and direction to sections within MED that include the following divisions:

- (1) Examination Clinic (MED/EC);
 - (2) Foreign Programs (MED/FP);
 - (3) Medical Clearances (MED/MC);
 - (4) Medical Laboratory; and
 - (5) Florida Regional Medical Center.
- b. The Clinical Director must be a skilled and experienced physician with board certification in a medical specialty. The incumbent reports directly to the Deputy Medical Director.

1 FAM 362.2 Designated Agency Safety and Health Office Director (MED/DASHO)

(CT:ORG-195; 09-15-2008)

- a. The Designated Agency Safety and Health Office Director (MED/DASHO) reports to the Deputy Medical Director and has full authority and responsibility for the administration and coordination of program objectives within the Department. The incumbent supervises the:
- (1) Director of Occupational Health Program;
 - (2) Chief of Emergency Preparedness; and
 - (3) Industrial Hygienist.
- b. The DASHO Office Director is a senior Foreign Service medical officer with skills that recognizes and understands the delivery of health care to the foreign affairs community.

1 FAM 362.3 Director of Mental Health Services (MED/MHS)

(CT:ORG-195; 09-15-2008)

- a. The Director of Mental Health Services (MED/MHS) reports to the Deputy Medical Director and has responsibility for mental health programs worldwide. The incumbent oversees the Foreign Service Psychiatrists (MED/RMO/P) assigned abroad and supervises the mental health

domestic staff within MED. The Director of Mental Health Services supervises:

- (1) The Deputy Director of Mental Health;
 - (2) Employees Consultation Services; and
 - (3) The Alcohol and Drug Awareness Program (ADAP).
- b. The director of MED/MHS is responsible for the medical evacuation, hospitalization, treatment referrals, and medical clearances system of mental health patients for MED.
- c. The incumbent is a physician who is board certified in Psychiatry. The incumbent is responsible for recruitment, training, hiring, and assignments of RMO/Ps assigned abroad.

1 FAM 362.4 Director of the Foreign Service Health Practitioners Program (MED/FSHP)

(CT:ORG-195; 09-15-2008)

- a. The Director of the Foreign Service Health Practitioners Program (MED/FSHP) reports to the Deputy Medical Director. The incumbent oversees the FSHP assignment process, develops the curriculum for the continuing medical education programs, and oversees FSMP orientation and the FSHP mentoring program. In addition, the incumbent manages the staffing support for overseas health units and acts as the point of contact for locally engaged nursing staff issues. The director also coordinates with MED/EX/HR on professional outreach, career development and assignment of Foreign Service health practitioners.
- b. The incumbent is a senior Foreign Service health practitioner. The director supervises the deputy director of the FSHP program and the FSHP rover.

1 FAM 362.5 Executive Director (MED/EX)

(CT:ORG-195; 09-15-2008)

- a. The Executive Director (MED/EX) reports to the Deputy Medical Director and is responsible for management and administrative operations to ensure that policies and programs of the Office of Medical Services are efficiently and effectively implemented.

- b. The Executive Director provides leadership and oversight to the following sections and activities:
 - (1) The Deputy Executive Director;
 - (2) Budget and Claims;
 - (3) Medical Informatics and Medical Records;
 - (4) Human Resources; and
 - (5) General Services and Logistics.
- c. The incumbent is an officer with extensive management experience both abroad and domestically

1 FAM 362.6 Director of Quality Improvement (MED/QI)

(CT:ORG-195; 09-15-2008)

- a. The Director of Quality Improvement (MED/QI) reports directly to the Deputy Medical Director and is responsible to the Office of Medical Services for policies affecting health care delivery for the Foreign Service. These responsibilities include verification and maintenance of professional credentials of healthcare providers, evaluation of risk-management issues, and determination and measurement of a quality management system for MED utilizing ISO 9001:2000 standards.
- b. The incumbent is a board-certified physician who acts as the privacy officer for MED. Duties of the Privacy Officer include:
 - (1) Develop policies concerning release of information consistent with HIPPA regulations and the Privacy Act;
 - (2) Provide privacy training for all MED employees;
 - (3) Serve as the FOIA officer; and
 - (4) Respond to complaints concerning privacy that involves MED
- c. Additional responsibilities of the Director of QI are to:
 - (1) Develop and execute policies on quality management principles;
 - (2) Monitor and evaluate the quality of patient care and measure MED's performance against external clinical criteria;

- (3) Identify problems that may compromise desired outcomes; and
- (4) Review and assess medical/legal claims against the U.S. Government for medical malpractice and coordinate a response with the Office of the Legal Adviser (L).

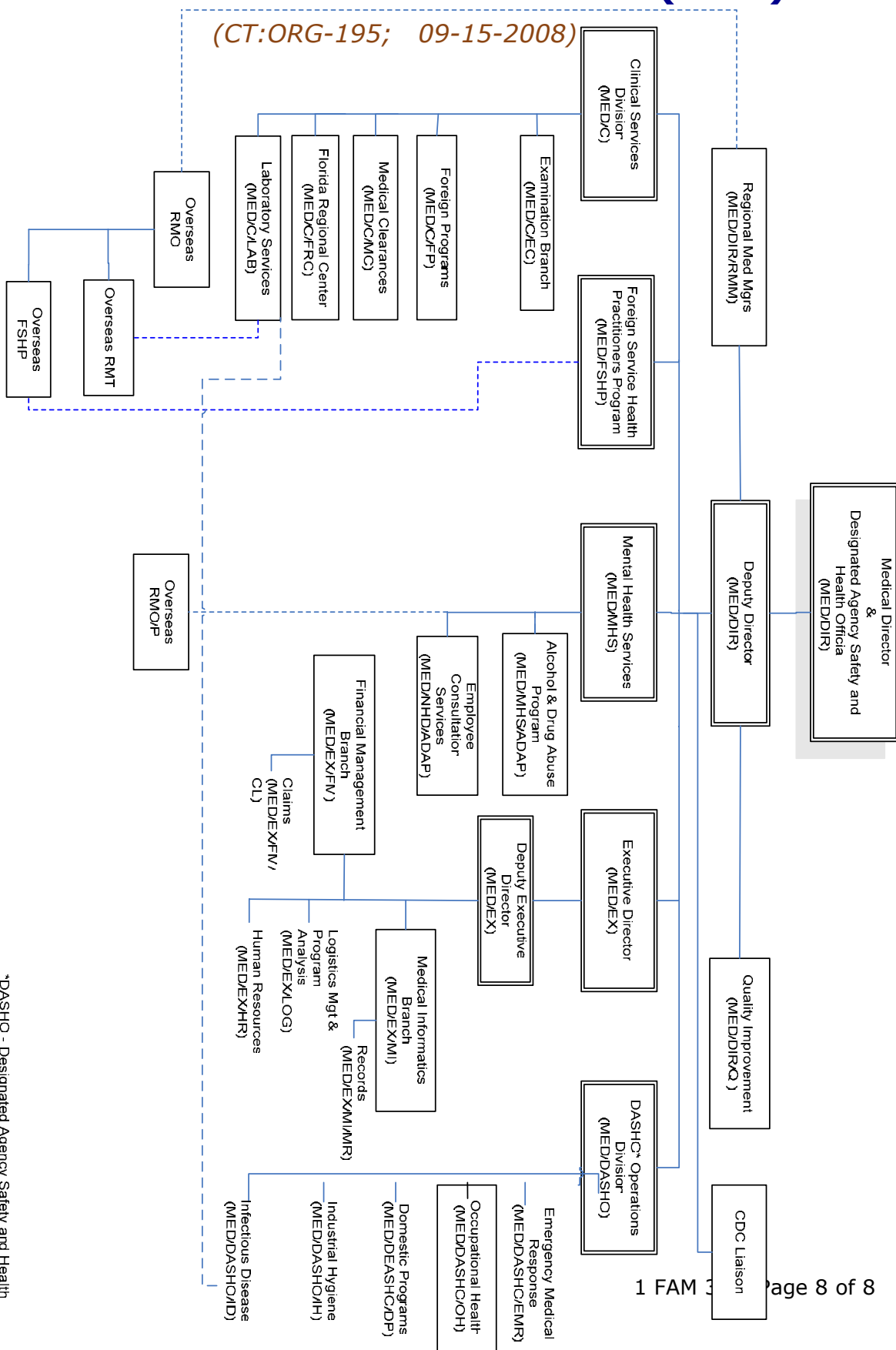
1 FAM 362.7 Regional Medical Managers

(CT:ORG-195; 09-15-2008)

- a. Each of the regional medical managers is responsible for a designated geographic region abroad and provides direct supervision to Foreign Service regional medical officers (RMOs) and healthcare practitioners (HPs) assigned in his or her region. The incumbents are senior RMOs who are familiar with the management of the medical program both abroad and domestically. The medical managers report individually to the Deputy Medical Director on management issues of the medical program at posts and performances of respective medical providers in their region.
- b. The Medical Managers are responsible for management issues at posts in his or her region and include determining need for, and design of, health units, staffing of posts with medical personnel, and mentoring of recently hired medical employees.

1 FAM 363 THROUGH 369 UNASSIGNED

1 FAM EXHIBIT 361.2 OFFICE OF MEDICAL SERVICES (MED)



*DASHO - Designated Agency Safety and Health Official